

Dear Ozzieweb Customer,

BKB Internet is pleased to welcome Ozzieweb customers on board. We hope you will find our service just as exceptional as the service provided to you by Ozzieweb. On this letter you'll find all the information you need to contact BKB Internet. Please keep it for future reference.

General Details and Settings

Your current details and settings have been seamlessly migrated across to BKB Internet. Should you need to update your details, please give us a call on 1300 252 638.

Credit Card Billing

For security reasons we were unable to migrate your credit card details to our systems. In order to continue providing service, we need you to complete a new credit card authority. You can do this by:

- Completing the enclosed form and returning to us by mail or fax
- Call our Customer Service team on 1300 252 638 during business hours.

Invoicing

Our system issues invoices in the 1st week of each month.

Automatic charging of your credit card will occur on the due date.

Should you have any queries about your invoice, please get in touch with us before the due date.

Contacting Us

Please call 1300 BKB NET (1300 252 638).

Support is available Monday – Friday 8am - 7pm.

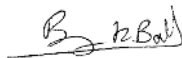
After hours our phone system will take a message, and our team will get back to you.

Ask us about Business Grade Internet services, providing 24x7 support and SLAs.

Our **Customer Service/Accounts/Provisioning** is available Monday – Friday 9am - 5pm.

Please access your email address regularly as we correspond with you using this address.

Welcome to BKB Internet – *Internet the way it should be!*



Benjamin Ball
Director

PS: Did you know we offer:

- Mobile Broadband
- Business DSL
- Website Hosting
- SPAM Filtering
- Managed IT Services

BKB Internet

Phone: 1300 BKB NET (1300 252 638)

Support Email: support@bkb.net.au

Accounts Email: accounts@bkb.net.au

www.bkb.net.au